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## Important COVID-19 Information

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From the Desk of Cary B. Shames, DO, CHCQM, FABQAURP  
Vice President & Chief Medical Officer

March 24, 2020

Dear Member,

We are here to help keep you and your loved ones safe and informed about the 2019 novel coronavirus (COVID-19). We have created tools and resources to help you get the information and care you need when you need it most:

- **Visit our new 24/7 online resource at [sharphealthplan.com/covid19](https://sharphealthplan.com/covid19).** Learn how we have prepared for the COVID-19 pandemic, what you can do to keep yourself safe and help minimize the spread, get links to your medical group's updates, and access to reliable sources for current information.
- **Refill your 90-day maintenance medications early at in-network pharmacies.** We have relaxed early refill limits for prescriptions used to treat conditions considered chronic or long term. Controlled substances such as certain pain medications are excluded. Please ask your pharmacist to use the SCC-13 code when processing your order. Standard copayments and deductibles (if applicable) apply.
- **Get most prescriptions without leaving your home, excluding controlled substances.** Many pharmacies are offering free home delivery right now. Please check with your pharmacy for more details. Sharp Health Plan's mail order pharmacy benefit is also available for getting medications delivered to your door. Shipping is always free. Visit [sharphealthplan.com/mailorder](https://sharphealthplan.com/mailorder) to register.
- **Use telehealth services without going to the doctor's office.** This is a great option for meeting your health care needs. Doctors can assess your symptoms and direct you to testing if necessary. Visit [sharphealthplan.com/videoandphonevisits](https://sharphealthplan.com/videoandphonevisits) to learn more about your medical group's offering.
- **Access free nurse advice — after hours and on weekends.** Our registered nurses at Sharp Nurse Connection® can help you decide where to seek care and offer advice on your

health concerns. Call 1-800-359-2002 Monday to Friday from 5 p.m. – 8 a.m., and 24 hours on weekends, and select the option to speak with a nurse.

In addition, we encourage you to take these important steps to ensure you and your family's health, as well as the safety of our community:

- ✓ Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- ✓ Avoid touching your eyes, nose and mouth with unwashed hands.
- ✓ Avoid close contact with people who are sick.
- ✓ Put distance (at least 6 feet) between yourself and other people, even if you are not sick.
- ✓ Stay home when you are sick, especially if experiencing a fever or respiratory symptoms, and contact your doctor if you need care.
- ✓ Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Follow by washing your hands.
- ✓ Clean and disinfect frequently touched objects and surfaces.

Please be assured that we are committed to delivering The Sharp Experience during this time, and that there will be no interruption to our member support for you. As a reminder, you can review our online COVID-19 resource at [sharphealthplan.com/covid19](https://sharphealthplan.com/covid19) anytime, day or night. We are also available to assist you Monday to Friday from 8 a.m. – 6 p.m., and can be reached at [customer.service@sharp.com](mailto:customer.service@sharp.com) or 1-800-359-2002.

To Your Good Health,



Cary B. Shames, DO, CHCQM, FABQAURP  
Vice President, Chief Medical Officer